

CUSTOMER CONTACT  
HANDLING (Cont'd)

Any verbiage that conveys the following is sufficient:

- ♦ The employee speaking to the customer is denied access because he/she is an enhanced service/CPE salesperson.
- ♦ The customer will be helped as quickly as possible and will receive the same attention and level of service we always provide, regardless of the CPNI restriction.

**NOTE:** Network only personnel may not initiate a discussion about U S WEST CPE or Enhanced Services products, nor can they advise a customer that U S WEST sells such services, even if the account is not CPNI restricted. These people may not be involved in any type of enhanced service/CPE sales activity including active referrals or sales leads to enhanced services/CPE personnel. If the customer initiates the discussion, a referral must be made to an enhanced services/CPE salesperson.

**EXAMPLE:** Customer calls and places N order with a network only salesperson. At the end of the contact the customer says "...by the way, I saw an advertisement for your voice messaging service/CPE, can you tell me about it?" The network only salesperson explains that he/she is not able to sell that service but can transfer the customer to someone who can. The call is transferred to an enhanced services/CPE salesperson and the VMS/BVMS/CPE is sold.

**NOTE:** Once the customer has advised the network only person that they are interested in VMS/BVMS - do not enter into a discussion about call forwarding features and how they work VMS/BVMS.

CUSTOMER CONTACT  
HANDLING (Cont'd)

**EXAMPLE:** An **unrestricted** customer calls into a network only salesperson to add an additional line. The customer already has Voice Messaging. The network only salesperson can sell the additional line and call forwarding feature. When discussing the call forwarding feature the network only salesperson can say "where would you like your calls on this new line to be forwarded to when you don't answer or the line is busy?" If the customer says to their Voice Messaging mailbox, then the network only salesperson would need to explain that she/he is not able to sell additional Voice Messaging services but can transfer the customer to someone that can. The call is transferred to an enhanced services salesperson and the Voice Messaging feature is sold. The enhanced services/CPE salesperson may add the appropriate Enhanced Services/CPE order entries to the network only salesperson's order. The enhanced services/CPE salesperson's SLS **must** be shown behind the Enhanced Services/CPE order entries.

**IMPORTANT:** Please use BOSS/CARS notes (or a remark on the N order) to indicate that the **customer initiated** the discussion so it does not appear that the network only salesperson initiated the discussion and therefore provided a sales referral to the enhanced services/CPE salesperson.

CPNI-RESTRICTED  
CUSTOMER INITIATES  
DISCUSSION  
ABOUT ES/CPE

If a customer initiates a discussion about Enhanced Services or CPE and the account is CPNI restricted, you must:

- ♦ **EXPLAIN** that you do not have access to the customer's account because the customer requested that U S WEST employees that sell enhanced services/CPE (whichever is appropriate) not be allowed access to the account.

**NOTE:** This explanation is extremely important. Be sure the customer understands that you can't see the records.

- ♦ **EXPLAIN** that you would be happy to provide the customer with information about the service but you will be doing so without access to their account.

CPNI-RESTRICTED  
CUSTOMER INITIATES  
DISCUSSION  
ABOUT ES/CPE

If a customer initiates a discussion about enhanced services or CPE and the account is CPNI restricted, the enhanced services/CPE representative **MAY**:

- ♦ talk about enhanced services/CPE features
- ♦ discuss rates if the customer requests them
- ♦ mail brochures/literature
- ♦ respond to specific questions the customer asks

If you do get involved with a customer who initiates a discussion about enhanced services or CPE and has a restricted account, it is important to make notations on the account for future reference in case there is a question about why you were discussing enhanced services/CPE with a CPNI restricted customer. Since you do not have access to the account, give a note to a network only employee to make the notation for you.

The notation should include your name, the customer name, date, and that the customer initiated the discussion. Also, indicate what you discussed or mailed to the customer.

For **enhanced services** sales, you **MAY NOT** close the sale and place an order for the service until the customer sends written authorization to unrestrict their account.

For **CPE** sales, you **MAY** close the sale and order the service. If the restricted customer requests CPE and network services, the customer will need to discuss their network services with a network only employee who has access to their account and the CPE with a CPE sales employee.

When CPE is sold on a restricted account, a record order to change the MCN FID needs to be issued by a network only employee with access to the account. In addition, a permanent notation is placed in BOSS/CARS to indicate what was sold and when.

**IMPORTANT:** Be sure the customer is aware that you recognize and honor CPNI restrictions and that you do not have access to their records.

Under no circumstances may U S WEST enhanced services/CPE employee initiate a discussion about enhanced services or CPE with a CPNI restricted customer.

CUSTOMER REQUESTS  
CHANGE OF  
RESTRICTION STATUS

A customer may not understand why their account is restricted from you. If business account, explain that we send a bill insert (Exhibit 2) out annually and that the customer could have responded to the insert or that the customer's vendor/enhanced service provider may have asked them to sign a similar kind of form. The customer may have 21+ lines and may have automatically been restricted from enhanced services personnel. If residence, advise that U S WEST would have restricted the account as a result of a request from the customer.

Some customers believe that the form will keep them off lists for sales calls of all kinds, so you may need to further explain the purpose of the restriction and its difference from non-pub, non-list, OAD, etc. options.

If the customer wishes to remove the restriction, advise the customer you will send a copy of a form (Exhibit 3-Business) (Exhibit 3A - Residence) that may be used to remove the restriction.

**NOTE:** If you sell CPE and Enhanced Services the customer will need to authorize access to U S WEST personnel involved in both, since your user IDs will restrict you from any account with a PCL FID, except PCL NON.

If the customer wants to buy Enhanced Services but wants to keep the account restricted you will need to request that the customer remove their restriction temporarily - long enough to get their service in and working.

All the billing telephone numbers must be shown on the form that are to have the restriction removed.

The form must be sent by the customer to the CPNI Coordinator in the VSC that serves your state. The customer may FAX the form to the appropriate VSC listed on the next page:

## CPNI COORDINATORS

STATES	VSC ADDRESSES	TELEPHONE NUMBERS	FAX NUMBERS
AZ	U S WEST CPNI Coordinator Room 250 202 E Earll Phoenix, AZ 85012	LOCAL: 235-8945  WITHIN AZ: (800) 247-4778  OUTSIDE AZ: (800) 333-6462	(602) 235-3333 or (800) 622-2491
CO	U S WEST CPNI Coordinator Room 990 1005 17th St Denver, CO 80202	LOCAL: 896-5577  OUTSIDE METRO: (800) 654-2667	(303) 965-2552 or (800) 772-1892
UT, ID, MT, WY, WA	U S WEST CPNI Coordinator 2nd Floor 1915 Terry Avenue Seattle, WA 98191	LOCAL: 345-7137  OUTSIDE METRO: (800) 322-7137	(206) 345-6707 or (800) 927-6707
OR	U S WEST CPNI Coordinator Room 6S01 421 SW Oak Street Portland, OR 97204	LOCAL: 242-7691  OUTSIDE METRO: (800) 235-7691	(503) 242-6491 (800) 232-6491
IA,MN,NE,ND,SD	U S WEST CPNI Coordinator 9th Floor 200 S 5th Street Minneapolis, MN 55402	LOCAL: 663-1400  OUTSIDE METRO: (800) 422-0156	(612) 663-6152 or (800) 328-1874

The ISC will process the customer's request as soon as it is received. The order to change the PCL FID should post in 3-5 days and you may then access the account. If there is a delay in the order posting and you can tell from the BOSS/CARS notes that a form has been received or you have a copy of the customers' written request to unrestrict the account you may get a copy of the record from a network only representative and issue the order. If the customer sends their request directly to you, make a copy of the written authorization for your files or to attach to the order before you forward it on to the IC. ✓

CHANGE OF  
RESPONSIBILITY ON  
CPNI RESTRICTED  
ACCOUNTS

The restriction status on the account of the outgoing subscriber should not carry forward to the new owner. If the new owner wishes CPNI restriction, they must send written authorization to do so. The form to add the CPNI restriction will be sent to the VSC. In CORD, SOPAD, and SOLAR you will need to out or delete the PCL FID. SONAR will automatically remove the PCL FID when you choose CHANGE RESPONSIBILITY on the NEGOTIATION MENU. If you use a different order flow in SONAR, you must remove the PCL FID and data.

Customers that have 21+ lines billed on one account will follow 21+ line New Connect procedures. You will need to put a PCL ONA on the account, mail the customer a copy of the CPNI bill insert, and explain the CPNI restriction.

PROVIDING CPNI TO  
U S WEST COMMUNICATIONS  
SERVICES EMPLOYEES

U S WEST Communications Services employees (i.e., TIPS product managers) may have access to unrestricted customer records. This access may be in written or verbal form. Included are service orders, CSR's billing information, etc.

Action required before releasing CPNI to USWCS:

- ◆ Check CSR for a PCL - it should appear in the unfielded ID section of the CSR.
- ◆ If PCL appears and the data "CPE" or "ALL" follows the FID, the record is restricted from USWCS employees. The only information that may be given is confirmation of name\*, address\*, or telephone number.
- ◆ If the record is restricted, explain to the USWC's employee that the customer requested their records be restricted from U S WEST employees involved in the sale of CPE.

**NOTE:** PCL followed by "ONA" means the record is restricted from U S WEST employees involved in the sale of enhanced services. The records may be released to USWCS personnel.

- \* Colorado only - we cannot give BN and BA if the account is CPNI restricted.

PROVIDING CPNI TO  
VENDORS/ENHANCED  
SERVICE PROVIDERS

Vendors/Enhanced Service Providers may request customer account information (CPNI). You may choose to:

- ◆ Refer the Vendor/Enhanced Service Providers to Vendor Service Center, or
- ◆ Verify with Vendor Service Center that the Vendor/Enhanced Service Provider has a blanket authorization agreement/Letter of Agency on file. If not, explain we are not allowed to release CPNI without the customer's written permission, or
- ◆ Three-way call the customer and Vendor/Enhanced Service Provider on line with you to release CPNI. You cannot release a paper copy of the customer's CPNI without written authorization.

**NOTE:** Refer Vendor/Enhanced Service Provider to VSC for further instructions on letters of authorization.

TREATMENT OF NON-PUB  
/NON-LISTED NUMBERS

Any lists of customers used for the purpose of initiating the sale of an enhanced service may not contain non-published or non-listed telephone numbers. If you need to generate a list of customers for the purpose of selling enhanced services, CPE or any other product or service please contact the Mass Markets CPNI Coordinator, Janet Brides 303 896-0885.

TREATMENT OF CALL  
FORWARDED TO NUMBER

The FCC mandated that the pre-programmed call forwarded-to numbers (CFNs) that appear on the customer's account be blocked from U S WEST enhanced services employees. This includes the CFN number associated with Market Expansion Lines. This blocking is to prevent identification of the customer's enhanced service provider, and any attempt to unhook the customer from the other provider.

When an unrestricted account is accessed by an enhanced services salesperson a check is done to determine if a call forwarding USOC followed by the FID CFN appears. If so, CARS, CORD, BOSS, SOLAR, SONAR, and/or SOPAD will return the CSR with the data behind the CFN masked. Asterisks will appear in place of the telephone number.

**EXAMPLE:** EVF/TN 22-1234/CFN \*\*\*-\*\*\*\*

TREATMENT OF CALL  
FORWARDED TO NUMBER  
(Cont'd)

The generation of use of customer lists for the purpose of selling enhanced services if that list contains the CFN FID and associated telephone number is also prohibited.

**EXCEPTIONS:** ENHANCED SERVICES SALESPERSONS MAY HAVE ACCESS TO THE CFN NUMBER ASSOCIATED WITH A CALL FORWARDING USOC WHEN IT IS USED FOR U S WEST VMS/BVMS, IN LIEU OF INTERNAL HUNTING, FORWARDING CALLS TO A RESIDENTIAL NUMBER, OR FORWARDING CALLS TO THE CUSTOMER'S OTHER BUSINESS TELEPHONE NUMBERS AT THE SAME OR ANOTHER ADDRESS. THE ENHANCED SERVICES SALESPERSON MAY OBTAIN THE DATA FROM A NETWORK ONLY SALESPERSON.

When the call forwarding USOC is used for U S WEST BVMS, please show the call forwarded-to-number on your service order in a permanent remark, in addition to having it floated behind CFN. This will make it easier to obtain the number after the order is released.

When the call forwarding busy line - overflow USOC EVO is used for internal hunting purposes we may have access to the hunting sequence. Internal hunting is defined as hunting if the line is busy for the same customer on the same account. This will also apply to call forwarding busy line - overflow/don't answer USOCs EVK, and EV2.

**EXAMPLE:** I1 EVO/TN XXX-XXXX/CFN \*\*\*-\*\*\*\*/DES  
HTG TO XXX-XXXX

When the call forwarding feature is used to forward calls to a residential number or to forward calls to the customer's other business telephone numbers at the same or a different location.

**EXAMPLE:** I1 EVF/TN XXX-XXX/CFN \*\*\*-\*\*\*\*/DES CF  
TO XXX-XXXX

**DO NOT SHOW ANY OTHER TYPES OF CALL FORWARDED-TO-NUMBERS ANYWHERE ON THE CUSTOMER RECORD EXCEPT BEHIND THE APPROPRIATE CFN FIDS ON THE SERVICE ORDER. ALL OTHER CFN NUMBERS MUST BE BLOCKED FROM THE VIEW OF BVMS SALES PERSONNEL.**



NON-DISCRIMINATORY  
PROVISIONING

Another FCC mandate states that U S WEST must not discriminate between "affiliated" and "non-affiliated" enhanced services/CPE providers when it comes to the installation and maintenance intervals for network services. A sales channel that sells Enhanced Services/CPE is considered to be affiliated while an external enhanced service/CPE provider is non-affiliated. You may **NOT** expedite a customer's network services order (i.e., 1FB) because the customer purchased Enhanced Services/CPE from you.

In order to demonstrate our commitment to non-discrimination, U S WEST provides quarterly reports containing pertinent installation and maintenance intervals to the FCC. The FID MCN (Master Customer Number) is the vehicle used to provide those reports. MCN appears in the BILL section of the customer records.

The first character of the data behind MCN must be "A" when the service order has CPE on it to indicate that U S WEST is the CPE provider.

The second character of the data behind MCN must be "A" when the service order has Enhanced Services on it to indicate the U S WEST is the enhanced service provider.

The MCN characters will stay "A"s until the customer removes their enhanced service or volunteers they have removed all their U S WEST CPE. It is important to remove the "A" character in the first (CPE) position only if the customer volunteers they have removed all their U S WEST CPE. We are not to initiate this discussion.

If you can tell by looking at the account that the customer has our enhanced services or CPE, it is appropriate to correct the characters from "X"s to "A"s.

## SYSTEM INSTRUCTIONS

Prior to selling enhanced services or CPE, the appropriate systems, BOSS, SONAR, SOLAR, SOPAD, CARS, CORD, and EDGE must be updated to indicate that the user is an ONA/CPE user type. No system updates are required for network only personnel. (Network only personnel are those individuals **NOT** involved in the sale of enhanced services or CPE.)

SYSTEM INSTRUCTIONS  
(Cont'd)

Detailed information about BOSS, CARS, CORD, SOLAR, SONAR, and SOPAD user ID updates and error messages are found under BOSS INSTRUCTIONS. EDGE users should refer to their EDGE methods for details on user ID restrictions.

SEMI ANNUAL REVIEW OF USER ID'S IN ALL SYSTEMS IS REQUIRED. LOCAL MANAGEMENT IS RESPONSIBLE FOR CONDUCTING AND DOCUMENTING THE REVIEWS.

## OTHER SYSTEMS

There are other systems that may be accessed that do not mechanically protect customer restricted records or CFN numbers. Obvious examples are LMOS, PREMIS, BOARS, CRIS, RMDS, and FACS. PREMIS records may always be accessed by enhanced services/CPE personnel because PREMIS records pertain to addresses, not customer specific CPNI.

LMOS, FACS, CRIS, RMDS, BOARS, MARCH, BART, or any other system that contains customer specific CPNI may **NOT** be accessed by enhanced services/CPE personnel unless an attempt to access the account from a secured system has been made first, this includes making copies of accounts on microfiche. If you keep paper records on accounts for over 30 days a check must be made to verify that the customer has not restricted their account before viewing the paper records. If such an attempt is made and the account can be retrieved through CARS, CORD, BOSS, SOLAR, SONAR, or SOPAD, then the enhanced services/CPE salesperson may also access the account through LMOS, CRIS, BOARS, FACS, or RMDS. If the account is restricted or has a blocked CFN number on it, and cannot be retrieved through CARS, CORD, BOSS, SOLAR, SONAR, or SOPAD, the enhanced services/CPE salesperson may **NOT** attempt to access it through an unsecured system.

**IT IS NOT ACCEPTABLE TO ACCESS ANY UNSECURED SYSTEM WITHOUT FIRST DETERMINING WHETHER OR NOT THE CUSTOMER'S ACCOUNT IS CPNI RESTRICTED OR HAS A BLOCKED CFN NUMBER ON IT.**

SYSTEMS FAILURE -  
BOSS/CARS

In the event that BOSS/CARS is down and the sales office elects to use an unprotected system (i.e., LMOS) in order to continue to serve the customer, you may only discuss enhanced services or CPE if the customer initiates the discussion. you may talk about enhanced services/CPE features, discuss rates, and respond to specific questions the customer asks. For an enhanced services sale you **MAY NOT** close the sale and place an order for the service until we are able to access his/her account. You may make a commitment to call the customer to discuss enhanced services/CPE when BOSS/CARS is up again. Once BOSS/CARS has been restored, enhanced services/CPE may again be sold.

COMPLIANCE WITH  
SECURITY PROCEDURES

It is critical that you comply with the rules for password security. If, as an enhanced services/CPE salesperson, you are blocked from access to a customer account or CFN number, you **MAY NOT** attempt to retrieve that account from another source. This includes viewing records on:

- ◆ Unsecured systems/data bases
- ◆ Paper records
- ◆ Microfiche
- ◆ Obtaining the information from a network only service rep
- ◆ Obtaining information from another department (i.e., repair service)

Failure to comply with these procedures can result in serious consequences to both U S WEST and you as an individual. The FCC is seriously looking at how we comply with these rules. Our role in the enhanced service/CPE market is at stake.

ONA COMPLIANCE  
MANAGERS

Questions regarding ONA compliance procedures may be directed to:

5320	H&PS M&P	Dorene Becker	602 351-
5316	H&PS Compliance	Dick McGrann	602 351-

## BOSS INSTRUCTIONS

CENTRAL & EASTERN

All personnel who sell enhanced services/CPE must have their BOSS user ID's changed. The "CENTRAL & EASTERN BOSS USER IDENTIFICATION REQUEST" form is used. The form should be filled out as follows:

- ♦ List each BOSS user.
- ♦ Fill in each block on the form
- ♦ In the block labeled "ONA/CPE Restriction" located at the far right-hand side of the form:

ENTER      If user sells:

C	CPE
O	Enhanced services
A	Enhanced services & CPE

## BOSS ERROR MESSAGES

CENTRAL & EASTERN

When an enhanced services/CPE salesperson requests a record from BOSS, a check is done to determine if the customer has requested that their CPNI be restricted. If CPNI restriction is found, an error message is returned to the BOSS user which includes the market unit the account resides in. For example:

"XXXX ONA RESTRICTED REFER TO LBS", or

"XXXX CPE/ONA RESTRICTED REFER TO HPS", or

"XXXXXX CPE RESTRICTED REFER TO GET"

## CARS INSTRUCTIONS

Local management will be responsible for setting the ONA/CPE restriction that will prevent CARS users from accessing CPNI restricted accounts. This can be done from the EMPLOYEE TABLE SCREEN.

CARS INSTRUCTIONS  
(Cont'd)

The EMPLOYEE TABLE SCREEN can be accessed from the LOGON screen by entering a "D" in the OPTION field, "5ET" in the TRX field, and "MGBxxxxx" in the KEY field (Bxxxxx is the employee user ID) + ENTER.

Update the EMPLOYEE TABLE SCREEN as follows:

1. Locate the "Type of User" column.  
(Far right side of screen)
2. Overlay for:

OCCUPATIONAL	MANAGEMENT	TO INDICATE THE USER SELLS
ON	MF	Enhanced Services
CP	ME	CPE
OC	MG	Enhanced Services/CPE
RP	MA	Network Services Only

3.+ Enter

4.Message returned "Data modified successfully".

5.Go to KEY field and overlay with next employee user

ID

SCREEN

been

+ ENTER to access the next EMPLOYEE UPDATE TABLE

and update. Once all appropriate employees have

restricted, enter "Q" in the OPTION field to logoff.

## CARS ERROR MESSAGES

When enhanced services/CPE salesperson requests a record from CARS, a check is made to determine if the customer has requested that their CPNI be restricted. If CPNI restriction is found, an error message is returned to the CARS user:

"ACCOUNT RESTRICTED FROM ONA/CPE PERSONNEL REFER TO NETWORK."

## CORD INSTRUCTIONS

All enhanced services/CPE salespersons must have their CORD USER ID profile changed to indicate ONA/CPE restriction. The CORD USER/ID TRANSACTION REQUEST FORM (Form RG53-0044). The form must be filled out and submitted to the CORD USER ID Administrator, 206 451-6604 or FAX the form to 206 453-3706.

CORD INSTRUCTIONS  
(Cont'd)

It is not necessary to fill out a form for each employee initially. A single form for your office will be sufficient as long as a complete list of employees is attached to that form. The form must indicate the type of restriction required . ONA, CPE, or ONA/CPE. The attached list must carry each appropriate employee's full name and user ID.

The form and attached list should be sent to:

CORD USER ID Administrator  
504 Bell Terrace  
Bellevue, Washington 98004

If you have questions or need assistance in filling out the form, you may call the Service Assurance group at 206 451-6585.

## CORD ERROR MESSAGE

When an employee using CORD attempts to access an order or an account, a check will be made to determine if the account is CPNI restricted from enhanced services/CPE salespersons. If CPNI restriction is present, an error message will appear. The message will read:

"TN XXX-XXXX ACCOUNT RESTRICTED FROM ONA/CPE PERSONNEL  
REFER TO NETWORK"

## SOLAR INSTRUCTIONS

The designated Manager in each location will be responsible for ensuring password security in SOLAR. The following steps should be taken:

- ◆ Determine CPNI restrictions for personnel in your location.
- ◆ Advise SOLAR Administration of employee status.

SOLAR INSTRUCTIONS  
(Cont'd)

In addition, a periodic review of assigned user ID's is appropriate. You must notify SOLAR Administration of all changes, additions, and deletions.

SOLAR USER ID LIST DESCRIPTION	
COLUMN	DESCRIPTION
USER ID	Composed of 3 alpha characters and 3, 4, & 5 numeric characters
SEC LEVEL	Security level assigned to each user ID - 1, 2, or 3
CPNI CPE ONA ALL	CPNI restrictions - "Y" indicates the user ID is restricted from access; "N" no restriction.
ACCESS NO SO	Indicates Northern or Southern SOLAR access capability.

## SOLAR ERROR MESSAGES

When an employee using SOLAR attempts to access an order/account, a check will be made to determine if the account is CPNI restricted from enhanced services/CPE salespersons. If CPNI restriction is present, an error message will appear. The message will read:

"ACCOUNT RESTRICTED FROM ONA PERSONNEL, REFER TO NETWORK", or

"ACCOUNT RESTRICTED FROM CPE PERSONNEL, REFER TO NETWORK", or

"ACCOUNT RESTRICTED FROM ONA/CPE PERSONNEL, REFER TO NETWORK".

## SONAR INSTRUCTION

CENTRAL

Form 8042 is used to change a user ID to identify users that sell enhanced services or CPE. A list of user ID's may be attached when an entire office or several user ID's are to be changed or added. The SONAR SYAD staff will update the user ID's in SONAR so that it can recognize these employees whenever a restricted record has been requested.

SONAR INSTRUCTION  
(Cont'd)

In the field labeled "CSR ACCESS" on the Form 8042 show the following to identify enhanced services/CPE users:

IF THE USER IS:	THE CSR ACCESS IS:
Enhanced Services Sales Rep	CPE
CPE Sales Rep	ONA
CPE/ES Sales Rep	Blank
Network Only Rep	CPNI

The form should be sent to:

SONAR SYAD  
1801 California - Room 1060  
Denver, Colorado 80202

Managers who prefer to change user ID's from their own terminals may do so. Using the USER ID MAINTENANCE screen, the procedure is the same as changing SLS code, except "CSR ACCESS" is overtyped with the new entry. Form 8042 must also be sent to SONAR SYAD for audit purposes.

EASTERN

The SONAR USER IDENTIFICATION UPDATE FORM will be used to establish appropriate restrictions for enhanced services/CPE salespersons in SONAR. The form should be filled out as follows:

- ◆ List each SONAR user.
- ◆ Fill in the office and ID field for each user.
- ◆ In the field labeled CSR ACCESS:

IF THE USER IS:	THE CSR ACCESS IS:
Enhanced services sales rep	CPE
CPE sales rep	ONA
CPE/ES sales rep	blank
Network only rep	CPNI

The form should be sent to:

Karen Taylor  
SONAR System Administration  
Floor 8  
1314 DOTM  
Omaha, NE 68102



## SONAR ERROR MESSAGES

CENTRAL & EASTERN

When PCL appears on the CSR, CSR retrieval, HELD negotiation retrieval, and Pending Order Change (POC) retrieval will be prevented. The display of the CANDIDATE LIST (SLC01) or the DUPLICATE TEL # LIST (SDT01) will not be affected. This restriction process will apply when either the order or the CSR is requested.

The PCL FID will automatically carry forward on all subsequent orders when it appears on a CSR. If CPNI restriction is found, the following type of error message will be returned:

"8506 CSR ACCESS DENIED:ONA RESTRICTED ACCOUNT. PLEASE DELETE NEGOTIATION.",

"8517 CSR ACCESS DENIED:CPNI RESTRICTED ACCOUNT. PLEASE DELETE NEGOTIATION."

## SOPAD INSTRUCTIONS

All enhanced services/CPE salespersons must have their security level changed to deny access to CPNI restricted accounts. Form 3336 is used to update a user's security level.

For those employees with SOPAD INQ capability, use the following chart to determine new non-management security levels:

SECURITY LEVEL:	IF USER SELLS:
33	Enhanced Services
34	CPE
35	Enhanced Services & CPE

**NOTE:** New security level must be requested by a manager with an 86 security level.

For those employees with SOPAD MI capability, use the following chart to determine new non-management security levels:

SECURITY LEVEL:	IF USER SELLS:
*	Enhanced Services
44	CPE
*	Enhanced Services/CPE

**NOTE:** New security level must be registered by a manager with an 85 security level.

\* If the user sells enhanced services, access to SOPAD MI must be denied due to SOPAD MI inability to block the data behind CFN.

## SOPAD ERROR MESSAGE

When an employee using SOPAD INQ requests an order number, a check will be made to verify that the user can access the account. If the account is CPNI restricted from ES/CPE salespersons, one of the following messages will appear:

"\*P91 #XXXXXXXXX RESTRICTED FROM ONA (OR CPE) PERSONNEL, REFER TO NETWORK.",

"\*P92 #XXXXXXXXX RESTRICTED FROM CPE/ONA PERSONNEL, REFER TO NETWORK."

**REMEMBER!** Access to SOPAD MI must be denied to enhanced services salespersons!

SOPAD MI must be denied due to SOPAD MI inability to block the data behind CFN.

When an employee using SOPAD MI requests an account, a check will be made to verify that the user can access the account. If the account is CPNI restricted from ONA/CPE salespersons, one of the following error messages will appear:

"\*P93 #X XX-XXXX ACCOUNT RESTRICTED FROM CPE (OR CPE) PERSONNEL. REFER TO NETWORK.", or

"\*P95 #X XXX-XXXX ACCOUNT RESTRICTED FROM CPE/ONA PERSONNEL. REFER TO NETWORK."

## FULL DISCLOSURE

## COLORADO EXCEPTIONS

The Colorado Public Utilities Commission issued additional Open Network Architecture (ONA) rules that went into effect on March 4, 1991. Following are disclosure statements that **must** be made on all of your BVMS sales:

- ♦ Residence offers a 60 day moneyback guarantee for VMS.
- ♦ Small Business Services has a 90 day money back guarantee for BVMS.
- ♦ When customers call USWC regarding enhanced services; e.g., voice messaging (telemarketing and premises visits are excluded) we must advise customers, in an unbiased manner, that other enhanced service providers may offer similar services. We must never imply that another vendor's product is inferior to U S WEST's Voice Messaging.

**EXAMPLE:** "...It sounds like you have a need for our Business Voice Messaging Service,...  
**there may be other companies that sell similar services.** Would you like to hear more about our service?"

If a customer asks how to find out about other companies, suggest they refer to a telephone directory.

## OREGON EXCEPTIONS

The Oregon Public Utilities Commission has additional guidelines that must be followed in order to sell enhanced services, they are:

- ♦ Customers that purchase enhanced services must be advised that they have a 60 day moneyback guarantee. Customers must be advised of this at the time an order is placed for any enhanced service (VMS or CPE).
- ♦ Whenever there is a discussion of enhanced services, e.g., voice messaging service, you must advise customers, in an unbiased manner, that other enhanced service providers may offer similar services. We must never imply that another vendor's product is inferior to U S WEST's Voice Messaging Service.

FULL DISCLOSURE  
(Cont'd)

**UTAH EXCEPTIONS**

U S WEST has agreed to additional stipulations in order to sell Voice Messaging in the State of Utah. This disclosure statement must be made:

On New Connect orders where we initiate a discussion of Voice Messaging, the salesperson must advise the customer, in an unbiased manner, that other enhanced service providers may offer similar services. Never imply that another vendor's product is inferior to U S WEST's voice messaging service. For example, you might say something like:

"... it sounds as though you have a need for our Business Voice Messaging Service... **there may be other companies that sell similar services.** Would you like to hear more about our service?"

If a customer asks how to find out about other companies, suggest they refer to a telephone directory.

EXHIBIT 1

Dear Customer,

You have requested U S WEST Communications to restrict your CUSTOMER PROPRIETARY NETWORK INFORMATION on your records. This information includes such things as type(s), location(s), and quantity of all the services to which you subscribe, how much you use them, and your billing records.

To comply with your request, it will be necessary for us to receive a signed and dated written request from you, including your telephone number, stating that you wish to restrict your CUSTOMER PROPRIETARY NETWORK INFORMATION. Please forward your request to U S WEST Communications, (type in customer's VSC address).

The restrictions will remain in force until further notice. Your CUSTOMER PROPRIETARY NETWORK INFORMATION will not be relased to vendors, or used by U S WEST Communications to sell you enhanced services or Customer Premise Equipment (CPE).

You may change your request to release your CUSTOMER PROPRIETARY NETWORK INFORMATION simply by notifying us in writing and mailing it to the address provided.

If I can be of further assistance, please call.

Sincerely,

Customer Service Representative

**EXHIBIT 2 - CPNI BILL INSERT - 1994 (BUSINESS)****Dear Business Customer:**

Each year, the Federal Communications Commission (FCC) requires U S WEST to inform you about the records we keep regarding the U S WEST telecommunications services you use. This information is called Customer Proprietary Network Information (CPNI) by the FCC and state regulatory commissions.

The information is contained in your telephone account record at U S WEST Communications, and includes: the type and quantity of U S WEST network services you buy (such as local telephone lines and custom calling features like Call Waiting and Call Forwarding), their usage, and related billing data.

CPNI, as defined by these regulatory agencies, does not include information about customer premises equipment or enhanced services purchased from U S WEST or your business' personal information, such as payment history, credit rating, or any information about your company's personnel.

**Your Options**

The information about the network services you currently buy can be useful in designing telecommunications solutions for your business needs. Our telecommunications solutions may include U S WEST's enhanced services, such as Business Voice Messaging<sup>SM</sup> Service, Never-Busy Fax<sup>SM</sup> Service, or customer owned communications equipment such as telephone sets, PBXs or modems. You determine whether U S WEST employees who market enhanced services or customer-owned communications equipment along with our network services may refer to the network service information in your account to consult with you.

Enhanced services and customer-owned communications equipment are also offered by other companies. You may choose to have us provide your telephone account information to those companies. We do not provide telephone account information to these other companies unless you tell us in writing to do so.

The attached response form explains all the options available to you regarding the use of the network service information (CPNI) in your telephone account record. You may return this response form or send a letter expressing your choice at any time. The choice made by your company in the past, or through this response form, will be honored until you change it.

**EXHIBIT 2 - CPNI BILL INSERT -  
1994 (BUSINESS)**

**If your business has up to twenty local lines**, our marketing employees may access your network service information to consult with you about our enhanced services and communications equipment, unless you direct us to restrict them from your account.

**If your business has more than twenty local lines**, our employees who market communications equipment may access your network service information to consult with you about our communications equipment products, unless you direct us to restrict them from your account. However, the FCC requires that we must receive your written permission to access your network service information and refer to it when consulting with you about our enhanced services.

If you do not respond to this notice, your firm's most recent response will remain in effect. **If you have more than 20 lines and you did not respond to last the previous year's notice, our employees who market enhanced services will be restricted from your account, as required by the FCC.** This means they cannot refer to your existing network services to consult with you about enhanced services and their application to your business. You must send written permission to remove this restriction from your account.

**We Honor Your Choice**

If you choose to restrict our employees who sell enhanced services or communications equipment from your telephone account record information, we will honor your choice by having service representatives who sell only our network services take your calls. On occasion, this may mean redirecting your calls to such a representative; this will not impact the quality of service you receive from

U S WEST. Your choice applies to your current services and any new ones you add to your account. If your company has multiple locations, we will apply your choice to any new locations you add to your telephone account(s).

If you would like a U S WEST representative to call, please indicate so on the response form and we will contact you. If you prefer, you can call your U S WEST Communications representative or business office directly.

**Note:** Your decisions on this form or in other written documentation will not exclude your company from directories or telephone solicitation list. If you want your company omitted from directories, you will need to contact your U S WEST Communications representative. If you want your company omitted from solicitation lists, please refer to the Consumer Tips in your local U S WEST Direct White Pages, or contact your U S WEST representative.



## EXHIBIT 2 - CPNI BILL INSERT - 1994 (Cont'd) - (BUSINESS)

**ANNUAL NETWORK SERVICE INFORMATION NOTICE  
RESPONSE FORM**

**May U S WEST employees who market Enhanced Services or CPE refer to your network service information?** Your options allow you to choose which U S WEST employees may refer to your telephone account information.

**Enhanced Services**

- ☐ **Yes.** U S WEST employees who market enhanced services may refer to my telephone account information to design telecommunications solutions for my business.
- ☐ **No.** U S WEST employees you market enhanced services may not refer to my telephone account information to design telecommunications solutions for my business.

I do not want the following specific network service information shared with U S WEST employees who market enhanced services.

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I want my network service information restricted from U S WEST employees who market enhanced services for a short period of time (dates noted here):

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**Customer Premises Equipment (CPE)**

- ☐ **Yes.** U S WEST employees who market customer owned communications equipment may refer to my telephone account information to design telecommunications solutions for my business.
- ☐ **No.** U S WEST employees you market communications equipment may not refer to my telephone account information to design telecommunications solutions for my business.

I do not want the following specific network service information shared with U S WEST employees who market communications equipment:

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I want my network service information restricted from U S WEST employees who market communications equipment for a short period of time (dates noted here):

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